

CONSTITUENT SERVICES MANAGER

DEFINITION

To perform special assignments, community outreach,

Her duties included research and policy development related to utilities. Betsy also interned for the Utility Consumers' Action Network during law school. Betsy also advises Councilmember Peters on utilities, water policy, coastal infrastructure and arts and culture issues.

She is responsible for analysis and preparation of items on the City Council docket as well as several major policy areas

His work there consisted of on-site compliance inspections, community outreach and development of air quality rules and regulations

currently serves on San Diego's PRSA Bernays Awards committee and is still actively involved with NAMI San Diego. Madeleine represents Councilman Peters in the community of University City.

She serves as a Community Relations representative for District One. She is also serves as Councilman Peters' scheduler and office manager

She also handles issues concerning the environment, water, energy, clean needle exchange, and governmental relations. In addition, Lora assists Councilmember Zucchet with the Clean Water Task Force, the Natural Resources and Culture Committee, the Rules Committee, and the Regional Energy Policy Advisory Council.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Chief of Staff to the Mayor.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

answer inquiries regarding numerous City licenses, permits, services and associated fees and taxes including business licenses, building permits, dog licenses, parking citations, sewer bills, general account receivable, delinquent trash payments, and collection accounts.

Assist in resolving customer complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of customer service.

Basic mathematics.

Modern office practices, methods and procedures; computer equipment and software related to assignment.

English usage, spelling, grammar and punctuation.

Ability to:

Understand the organization and operations of the city and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply departmental policies, procedures and rules.

Respond to complaints and requests for information on regulations, procedures and policies relating to responsibilities assigned.

Perform multiple tasks that are subject to periodic interruptions.

Type at a speed necessary for successful job performance.

Use initiative and sound independent judgment within established guidelines.

Operate standard office equipment.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

CITY OF CHULA VISTA
Customer Service Representative

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of general experience in sales office/service counter environment.
Experience in cash handling is required.

Training:

Equivalent to the completion of the twelfth grade.

PHYSICAL DEMANDS

On a continuous basis, sit at a desk and/or stand at a front counter for long period of time. Intermittently twist and reach office equipment; write or use keyboard to communicate through written means; occasionally run errands; may lift light weight.

10/2/01